

2019

Evergreen Nursing Services:
Emergency Preparedness Plan

EMERGENCY PREPAREDNESS PLAN 2019

MEDICAL, FIRE AND POLICE EMERGENCIES – 911

Fire (Non-Emergency): 604-215-4842

Emergency Medical Services (EMS) (Non-Emergency): 604-872-5151

Police Department (Non-Emergency): 604-717-3321

Fortis BC (Gas Provider): 1-866-436-7847

BC Hydro (Electricity Provider): 1-800-BCHYDRO

(Review Contact Information Annually)

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EMERGENCY PREPAREDNESS PLAN 2019

Purpose

To continue providing quality care to the clients of Evergreen Nursing Services during times of major emergencies and/or disasters.

This Emergency Preparedness Plan provides safety and evacuation procedures for employees located in the Administrative Office and in Private Homes for the following emergencies: Major Fire, Minor Fire, Earthquake and Grid failure.

Scope

This Disaster Preparedness Plan applies to all Evergreen Nursing Services employees (“Covered Individuals”) including full time permanent and casual employees.

In those instances where the “Place of Care” (the location of service delivery) provides Disaster and Emergency Protocols specific to that location or facility - Evergreen Nursing Services employees should follow the place of care procedures in case of an emergency.

Organizational Overview

Evergreen Nursing Services’ administration office is located at 313-2083 Alma Street, Vancouver BC on the 2nd floor of the Jericho Village Shopping Complex. Evergreen Nursing Services is a small facility with 7 employees on site at any given shift.

Evergreen Nursing Services has employees who work outside of the Administrative Offices in private homes and assisted living facilities.

ANNEX A –FIRE SAFETY PROCEDURES – ADMINISTRATIVE OFFICE

Major Fire Actions and Evacuation Procedures

Definition: A major fire is defined as one that involves the structure or a portion of the structure in which the administration office of Evergreen Nursing Services is located.

1. When a Fire or Smoke from an Unknown Source is Detected

- a. Blow the fire whistle located in each office space and yell FIRE.
- b. Begin evacuating all persons from the office and building.
- c. If safe to do so, close all interior doors and look for fire location as you evacuate.
- d. Pull one of the fire alarms located in the building hallway, just outside the office.
- e. Perform a head count to ensure all persons are out of the building.
- f. Notify 911 and report the fire, location and size if possible.
- g. Notify the Executive Director, Tara Trethewey and the Owner of the Office Suite, Rosie Watson if they are not on the property and are not aware of the problem.
- h. **DO NOT RE-ENTER THE BUILDING**

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2. Evacuation Procedures

Office Evacuation:

- a. Persons in the administration offices will evacuate the Office Suite out the main front door. If the main door is blocked by an obstacle or fire, employees are to evacuate the office out the second exit located off the Education/Meeting room.

Building Evacuation:

- a. After evacuating the office suite, employees are to take the Main Entrance (exiting out on the top parkade level adjacent to the veterinary clinic.
- b. All employees are required to meet at the meeting point - along the black railing at the far north side of the parkade - and perform a head count to ensure all employees are accounted for.

Fighting a Minor Fire

Definition: A minor fire is one that is not structural in nature (e.g. fire in a trash can, stove top fire).

1. Fighting the Fire

- a. Blow the fire whistle located in each office space and yell FIRE.
- b. Evacuate the office.
- c. If you reasonably believe the fire to be **MINOR** in nature and you wish to do so, re-enter the building and use the fire extinguisher.

2. Evacuation Procedures

Office Evacuation:

- b. Persons in the administration offices will evacuate the Office Suite out the main front door. If the main door is blocked by an obstacle or fire, employees are to evacuate the office out the second exit located off the Education/Meeting room.

Building Evacuation:

- c. After evacuating the office suite, employees are to take the Main Entrance (exiting out on the top parkade level adjacent to the veterinary clinic.
- d. All employees are required to meet at the meeting point - along the black rail at the far north side of the parkade and perform a head count to ensure all employees are accounted for.

3. Team Functions and Job Assignments

Executive Director:

- *IF FIRST WITNESS*, initiate office evacuation by blowing the fire whistle and yelling FIRE.
- Perform a head count to ensure that all employees are present and accounted for.
- Call 911 and report the fire.

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- Notify the Executive Director, Tara Trethewey and the Owner of the Office Suite, Rosie Watson if they are not on the property and are not aware of the problem.
- Schedule Fire Preparedness Drills and complete the ***Fire Procedures Drill Record (Appendix A)***

Accounts Manager:

- ***IF FIRST WITNESS***, initiate office evacuation by blowing the fire whistle and yelling FIRE.
- **In the absence of the Executive Director**
 - Perform a head count to ensure that all employees are present and accounted for.
 - Call 911 and report the fire.
 - Notify the Executive Director, Tara Trethewey and the Owner of the Office Suite, Rosie Watson if they are not on the property and are not aware of the problem.

Director of Nursing:

- ***IF FIRST WITNESS***, initiate office evacuation by blowing the fire whistle and yelling FIRE.
- **In the absence of the Executive Director and Accounts Manager:**
 - Perform a head count to ensure that all employees are present and accounted for.
 - Call 911 and report the fire.
 - Notify the Executive Director, Tara Trethewey and the Owner of the Office Suite, Rosie Watson if they are not on the property and are not aware of the problem.

RN Supervisor:

- ***IF FIRST WITNESS***, initiate office evacuation by blowing the fire whistle and yelling FIRE.
- **In the absence of the Executive Director, Accounts Manager and Director of Nursing:**
 - Perform a head count to ensure that all employees are present and accounted for.
 - Call 911 and report the fire.
 - Notify the Executive Director, Tara Trethewey and the Owner of the Office Suite, Rosie Watson if they are not on the property and are not aware of the problem.

4. Fire Drill

The administrative office will hold a practice drill at least once per calendar year and document the results of the drill in the *Fire Procedures Drill Record (Appendix A)*. The drill record will include the following information:

- a. Date of Drill (Date and Time)
- b. Type of fire exercise (Major or Minor)
- c. Results of the Drill: Satisfactory Yes ____ No ____
 - i. A “Yes” indicates that each procedure listed above was accomplished safely and in a timely manner)
 - ii. A “No” indicated that one or more of the above procedures was not accomplished safely and/or in a timely manner. Include a very brief description of the problem and the action(s) taken to correct the deficiency. Re-accomplish the portion(s) or the exercise that was unsatisfactory to ensure the revised Procedure(s) will work.

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ANNEX B: FIRE SAFETY PROCEDURES – PRIVATE RESIDENCE

Major Fire Actions and Evacuation Procedures

Definition: A major fire is defined as one that involves the structure or a portion of the structure in which the administration office of Evergreen Nursing Services is located.

1. When a Fire or Smoke from an Unknown Source is Detected

- a. Pull or initiate fire or emergency alarm if available, if not available yell FIRE.
- b. Begin building evacuation.
 - i. If you are with a client that requires physical assistance to evacuate, assist only if you feel that you can so do safely.
- c. If safe to do so, close all interior doors and look for fire location as you evacuate.
- d. Notify 911 and report the fire, location and size-if possible.
 - i. If it was unsafe to assist a client or other person from the building, notify the fire department that a person or persons remain in the building and require evacuation assistance.
- e. Notify Evergreen Nursing Services of the fire when it is safe to do so by calling the Administration Office or the 24 on-call line and await further instruction.
- f. **DO NOT RE-ENTER THE BUILDING.**

2. Evacuation Procedures

- a. Employees on shift in a place of care that does not have an Emergency Evacuation Plan will **EVACUATE THE BUILDING THROUGH THE NEAREST EXIT**. If the nearest exit is blocked by fire or other obstacles, evacuate the building through a secondary exit (e.g. alternate door, window etc.).
- b. After evacuating the facility, assemble a safe distance (no less than 30 meters) from the location that is on fire (e.g. across the street, in a parking lot etc.)

Fighting a Minor Fire

Definition: A minor fire is one that is not structural in nature (e.g. fire in a trash can, stove top fire).

1. Fighting the Fire

- a. Pull or initiate fire or emergency alarm if available, if not available yell FIRE.
- b. Begin building evacuation.
 - i. If you are with a client that requires physical assistance to evacuate, assist only if you feel that you can so do safely.
- c. If you reasonably believe the fire to be **MINOR** in nature and you wish to do so, re-enter the building and use the fire extinguisher.

2. Evacuation Procedures

- a. Persons in a place of care that does not have an Emergency Evacuation Plan will evacuate the building through the nearest exit. If the nearest exit is blocked by fire or other

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obstacles, evacuate the building through a secondary exit (e.g. alternate door, window etc.).

- b. After evacuating the facility, or home, assemble a safe distance from the location that is on fire (e.g. across the street, in a parking lot etc.)

ANNEX C- EARTHQUAKE PROCEDURES – ADMINISTRATIVE OFFICE

Note: You will have ***no warning*** before an earthquake occurs.

1. During the Earthquake

- a. When the shaking begins, get under the nearest piece of heavy furniture, wedge yourself in a doorway, get under a bed or in a bathtub and hold on.
- b. DO NOT attempt to go outside until the shaking has stopped (Count to 60).
- c. Most earthquake related injuries occurs from falling objects.

NOTE: It is not recommended to attempt to take any action while an earthquake is occurring except TAKE COVER and hang on.

2. After the Shaking Stops

- a. Check yourself and those near you for injuries.
- b. Perform simple rescues such as removing victims from under lightweight debris.
- c. To the best of your ability, assess the number and types of injuries at the administrative office.
- d. If the administrative office appears to be structurally unsafe, evacuate to an open outside area that is free of trees, overhead power lines, adjacent tall structures, etc. An aftershock can occur at any time and cause previously damaged buildings and trees to collapse.
- e. Telephones may or may not work. If you have a working phone, DO NOT use it unless you have a medical, fire or Hazardous Material emergency. Using your phone may cause the system to fail.
- f. Turn off all utilities and leave them off until you are told it is safe to turn them on.

3. Team Functions and Job Assignments

Executive Director:

- After the shaking stops, determine if the Administration Office is structurally safe- and if unsafe initiated evacuation to nearby park (Jericho Garrison Parkway (along Highbury Street)).
- Perform a head count to ensure that all employees are present and accounted for and assess injuries.
- Schedule Earthquake Preparedness Drills and complete the ***Earthquake Procedures Drill Record (Appendix B)***

Accounts Manager:

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- *In the absence of the Executive Director perform the following duties:*
 - After the shaking stops, determine if the Administration Office is structurally safe- and if unsafe initiated evacuation to nearby park (Jericho Garrison Parkway (along Highbury Street)).
 - Perform a head count to ensure that all employees are present and accounted for and assess injuries.
 - Assess employee's injuries and assist with medical treatment.

Director of Nursing:

In the absence of the Executive Director and Accounts Manager perform the following duties:

- After the shaking stops, determine if the Administration Office is structurally safe- and if unsafe initiated evacuation to nearby park (Jericho Garrison Parkway (along Highbury Street)).
- Perform a head count to ensure that all employees are present and accounted for and assess injuries.
- Assess employee's injuries and assist with medical treatment.

RN Supervisor:

- *In the absence of the Executive Director, Accounts Manager and Director of Nursing perform the following duties:*
 - After the shaking stops, determine if the Administration Office is structurally safe- and if unsafe initiated evacuation to nearby park (Jericho Garrison Parkway (along Highbury Street)).
 - Perform a head count to ensure that all employees are present and accounted for and assess injuries.
 - Assess employee's injuries and assist with medical treatment.

4. Drills

The administrative office will hold a practice earthquake drill at least once per calendar year and document the results of the drill in the *Earthquake Procedures Drill Record (Appendix B)*. The drill record will include the following information:

- a. Date of Drill (Date and Time)
- b. Type of exercise: EARTHQUAKE
- c. Results of the Drill: Satisfactory Yes ____ No ____
 - i. A "Yes" indicates that each procedure listed above was accomplished safely and in a timely manner)
 - ii. A "No" indicated that one or more of the above procedures was not accomplished safely and/or in a timely manner. Include a very brief description of the problem and the action(s) taken to correct the deficiency. Re-accomplish the portion(s) or the exercise that was unsatisfactory to ensure the revised Procedure(s) will work.

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ANNEX D– EARTHQUAKE PROCEDURES – PRIVATE RESIDENCE

Note: You will have **no warning** before an earthquake occurs.

1. During the Earthquake

- a. When the shaking begins, get under the nearest piece of heavy furniture, wedge yourself in a doorway, get under a bed or in a bathtub and hold on.
- b. DO NOT attempt to go outside until the shaking has stopped (Count to 60).
- c. Most earthquake related injuries occurs from falling objects.

NOTE: It is not recommended to attempt to take any action while an earthquake is occurring except TAKE COVER and hang on.

2. After the Shaking Stops

- a. Check yourself and those near you for injuries.
- b. Perform simple rescues such as removing victims from under lightweight debris.
- c. If the private residence appears to be structurally unsafe, evacuate to an open outside area that is free of trees, overhead power lines, adjacent tall structures, etc. An aftershock can occur at any time and cause previously damaged buildings and trees to collapse.
 - i. If you are with a client that requires physical assistance to evacuate, assist only if you feel that you can so do safely.
- d. Telephones may or may not work. If you have a working phone, DO NOT use it unless you have a medical, fire or Hazardous Material emergency. Using your phone may cause the system to fail.

ANNEX E – GRID FAILURE

Grid failure and Continued Service Plan Procedures

Definition: A major power failure is an unplanned event effecting at least 1000 customers for a total downtime of at least 8 hours.

SAFFETY FIRST

- a) Never approach a fallen power line.
- b) Always consider a fallen power line energized and extremely dangerous.
- c) Stay at least 10 meters away from downed lines.
- d) Report the location of downed lines immediately to BC Hydro 1-800-BCHYDRO

1. During the Grid failure

- a) Stay informed: listen to the battery powered radio for situation developments and directions.
- b) Equipment safety: Unplug or turn off all electrical equipment to prevent damage from electrical surges or spikes when power is eventually restored.
 - a. Do not unplug lights – lights will act as an indicator when the power is eventually restored.

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- b. Transition to using portable computer devices including the 4 office iPads, 1 laptop and up to 7 cell phones available in the office until power has been restored or an alternate location with power has been established.
- c) Power failure notification:
 - a. Call BC Hydro and advise them of the grid failure 1-800-BCHYDRO
 - b. Send an email to all employees and clients providing notification of the power failure and advising them of the status of office including– operation levels – reduced services if required and confirm contact information.
 - c. Notify the Executive Director, Director of Rehabilitation Services, Director of Nursing and the RN Supervisor of outage and operational levels.
 - d. Notify employees and clients when power is restored and office services have returned to normal.

2. After Power is Restored

- a) Wait 10-15 minutes before reconnecting electrical equipment to avoid over loading the electrical system.
 - a. Check breaker system to determine if breakers have been activated and require connecting (flick on), if breakers have been turned off – wearing protective eye glasses and gloved turn breakers on.
 - b. Plug in non-essential electrical equipment first and wait to see that the equipment is functioning properly before connecting priority electronics.
 - c. Reset clocks, timers and alarms.
- b) Review Emergency Preparedness Plan and actions with employees and Executives to reflect on areas in need of improvement or any changes to the plan that may be required.
- c) Replenish any emergency supplies that were used during the outage (e.g. water, food, fuel, batteries etc.).

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Appendix A: Fire Procedures Drill Record

Fire Procedure Drill Record

Date of Drill: _____

Type of Drill: Major Fire: _____ Minor Fire: _____

Drill of Procedures was Satisfactory: Yes: _____ No: _____

Procedure(s)/Policies Needed Improvement:

- 1.
- 2.
- 3.
- 4.

Corrective Action for Drill/Policies Needing Improvement:

- 1.
- 2.
- 3.
- 4.

Names of Employee Participants in Drill:

1. _____
2. _____
3. _____
4. _____
5. _____

Preparedness Report Completed by: _____

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Appendix B: Earthquake Procedures Drill Record

Earthquake Procedure Drill Record

Date of Drill: _____

Type of Drill:

Drill of Procedures was Satisfactory: Yes: _____ No: _____

Procedure(s)/Policies Needed Improvement:

- 1.
- 2.
- 3.
- 4.

Corrective Action for Drill/Policies Needing Improvement:

- 1.
- 2.
- 3.

Names of Employee Participants in Drill:

1. _____
2. _____
3. _____
4. _____
5. _____

Preparedness Report Completed by: _____